

# UCAT

## SITUATIONAL JUDGEMENT SESSION 2



# Purpose

- ✓ Situational Judgement tests are widely used in medicine to evaluate candidates' professionalism.
- ✓ UCAT Situational Judgement assesses attributes considered important in the study and practice of medicine, including empathy, adaptability, resilience, teamwork and integrity.

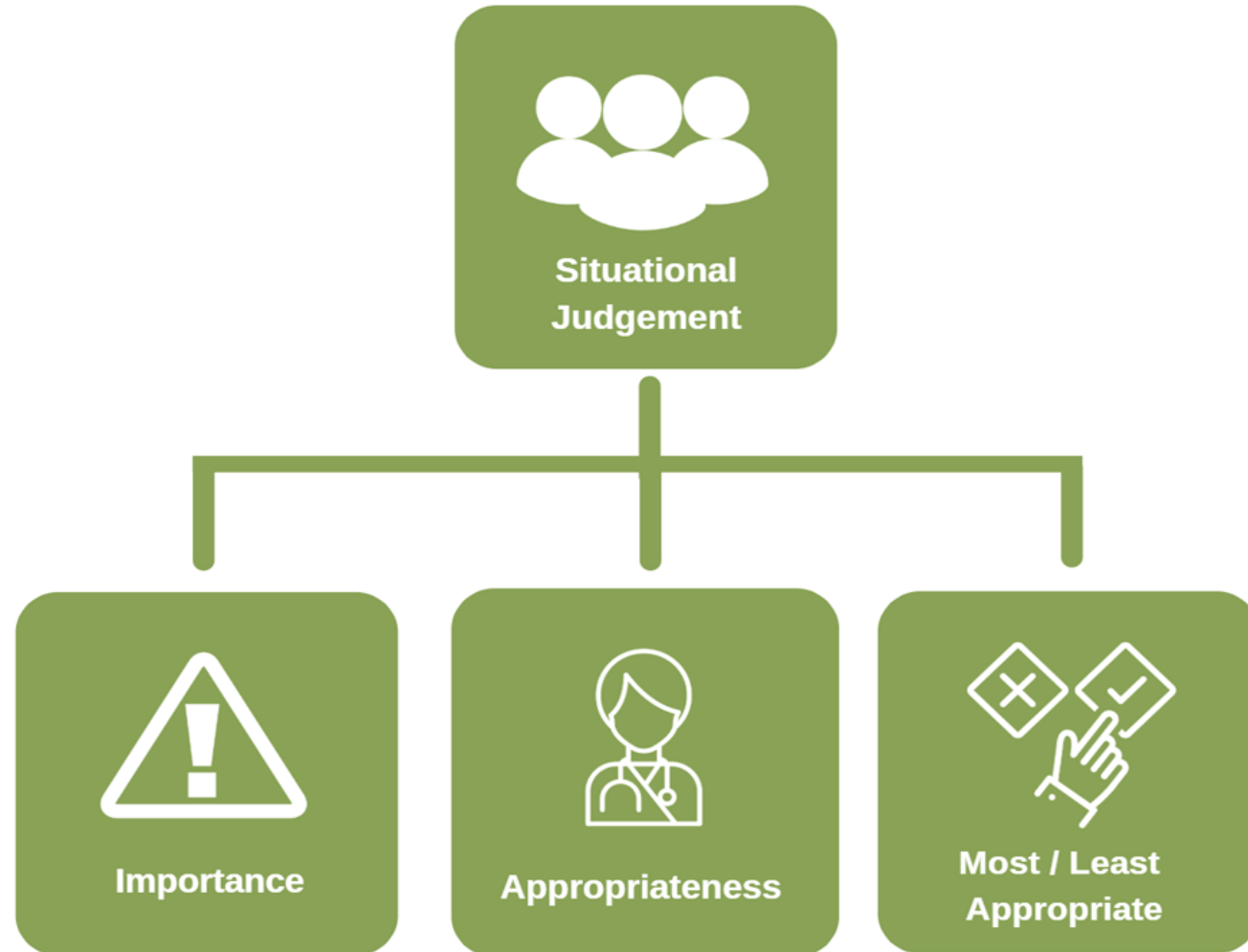


# The Structure Of UCAT SJ



- ✓ In this subtest you are presented with 69 questions within 22 scenarios.
- ✓ Each scenario will be associated with between one and five UCAT questions.
- ✓ You have 26 minutes to answer all the questions, but most students do not find Situational Judgement as time pressured as other UCAT subtests. It is, however, often very difficult to judge which is the ‘correct’ answer.
- ✓ In UCAT Situational Judgement, you receive full marks if you choose the correct answer, and partial marks if you choose an option that is close to the correct answer.

# Types of SJ Questions



# Explanation of question types

## Appropriateness Questions:

- The commonest type of question in UCAT Situational Judgement is Appropriateness questions. Here you will be presented with a scenario and a series of actions. You will need to rate the appropriateness of each action from ‘very appropriate’ to ‘very inappropriate’.
- A smaller number of questions will provide an exact quote that a character may say based on the scenario and ask you to rate the appropriateness of each statement.

## Most/Least Appropriateness Questions:

- In this UCAT question type, you are also presented with a scenario. However, you are then given three possible actions or responses directly underneath the scenario. You will need to choose the most and least appropriate response for the given scenario, and ‘drag and drop’ these items accordingly.



# Strategies for UCAT SJ questions

You will need a solid understanding of the principles governing medical professionalism.

1. honesty and integrity
2. compassionate and patient-centred care
3. effective teamwork
4. patient autonomy
5. confidentiality
6. a commitment to safety and ongoing improvement.



# Tip 1

## 1. Identify the key issue(s) in the scenario

- When reading the UCAT Situational Judgement scenario, it is important to read actively, identifying the key issues raised. This will help you to judge the relative importance of considerations, or the appropriateness of various actions.
- For example, a consideration is likely to be ‘very important’ if it addresses a key issue raised in the scenario, and a response which does not address a key issue is likely to be inappropriate.



# Tip 2

## 2. Understand important ethical principles

It is important to have a solid understanding of medical ethics and the principles of medical professionalism to succeed in the UCAT Situational Judgement test.

- Key principles for UCAT Situational Judgement include:
- Honesty and integrity
- Compassionate and patient-centred care
- Effective teamwork
- Patient autonomy
- Confidentiality
- A commitment to safety and ongoing improvement
- When selecting your answers to Situational Judgement UCAT questions, it is important that you consider the above principles. Answers which display them are more likely to be correct.

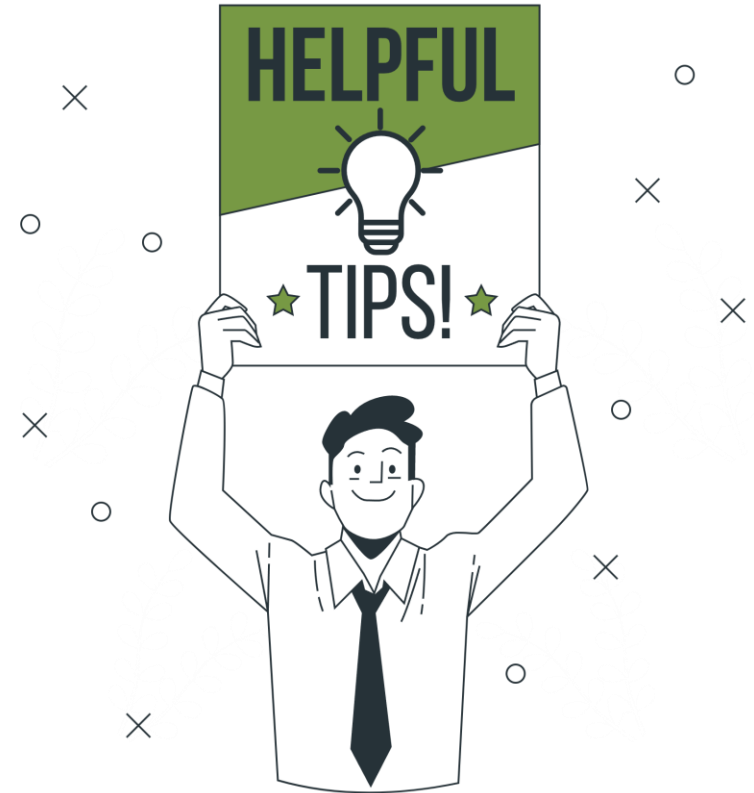




# Tip 3

## 3. Recognize your limitations

- In medicine, it is essential that a student or doctor understands the limitations of their experience and seeks help when required. Therefore, pay close attention to the role that the character has in the UCAT Situational Judgement question.
- Is the character a medical student, junior doctor or senior doctor? This will influence the appropriateness of the action that a character takes. For example, medical students are generally not permitted to prescribe medication, deliver patient results or perform complex procedures.



# Tip 4

## 4. Don't agonise

- Situational Judgement UCAT questions are easy to overthink if you consider them for too long. You can always make an argument that something is more or less important or appropriate, based on various factors. In reality, the answers to questions in UCAT Situational Judgement are decided upon by a group of 'Subject Matter Experts' (SMEs).
- Therefore, place more emphasis on choosing the correct 'side' of an answer, rather than agonising about the correct response. Remember that partial marks are awarded – for example, if the correct answer is 'Very important' and you chose 'Important', you would get partial marks.



# Tip 5

## 5. Watch fatigue

- By the start of the UCAT Situational Judgement test, you will already have answered over 150 UCAT questions, and you will have been concentrating extremely hard for an hour and a half. It is likely that you will be tired and you may have difficulty concentrating.



# UCAT

## SITUATIONAL JUDGEMENT

**\*Appropriateness questions**



# SJ 1 Practice | Scenario 1 – Aesthetics

Joshua is a medical student on a dermatology attachment. He is currently sitting in with a senior doctor and a nurse during a special rash clinic. Mr Andrews, a 75-year-old patient, presents with a nasty rash, complaining of severe itching; he mentions that he has previously been prescribed various ointments which all seemed to leave scars once the rash had disappeared.

Once the patient has left, whilst Joshua is still in the room, the senior doctor tells the nurse: “Honestly, at his age, aesthetics should be the least of Mr Andrews’ worries.” The nurse looks at Joshua and says: “Ignore him; he’s always joking like that.”

How appropriate are each of the following responses by Joshua in this situation?

## 1.1 Ask the senior doctor to apologise to the patient.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

## 1.2 Politely ask the nurse to leave the room so that he can raise his concerns with the senior doctor before the next patient comes in.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 1 Practice | Scenario 1 – Aesthetics

Joshua is a medical student on a dermatology attachment. He is currently sitting in with a senior doctor and a nurse during a special rash clinic. Mr Andrews, a 75-year-old patient, presents with a nasty rash, complaining of severe itching; he mentions that he has previously been prescribed various ointments which all seemed to leave scars once the rash had disappeared.

Once the patient has left, whilst Joshua is still in the room, the senior doctor tells the nurse: “Honestly, at his age, aesthetics should be the least of Mr Andrews’ worries.” The nurse looks at Joshua and says: “Ignore him; he’s always joking like that.”

How appropriate are each of the following responses by Joshua in this situation?

**1.3 Politely explain to the nurse and the senior doctor that he is not feeling well and withdraw from the clinic for the rest of the day.**

A – A very appropriate thing to do      C – Inappropriate but not awful  
B – Appropriate, but not ideal      D – A very inappropriate thing to do

**1.4 Speak to the nurse privately after the clinic, making it clear that, joking or not, the comment was inappropriate, and ask her to speak to the senior doctor’s supervisor about the incident.**

A – A very appropriate thing to do      C – Inappropriate but not awful  
B – Appropriate, but not ideal      D – A very inappropriate thing to do



# SJ 3 Practice | Scenario 3 – Staying Late

A junior doctor, Maryam, is working a shift which is meant to finish at 5:30 pm. At 5 pm, Maryam decides to use her last 30 minutes to check some blood test results on the computer. Unfortunately, she is unable to do so as the computer system is undergoing maintenance and will be unavailable for one to two hours.

Maryam then decides to contact another junior doctor (Rob) who is on call and will be looking after her patients from 5.30 onwards, to ask him to check the blood results when the system goes back online. Rob refuses point blank, telling Maryam that he would expect her to stick around for two hours to check the blood results herself. Maryam is working on a shift which starts at 7 am early the next morning. She lives locally.

How appropriate are each of the following responses by **Maryam** in this situation?

**3.1 Leave at 5:30 pm as planned and check the blood results in the morning if Rob has not done it before.**

A – A very appropriate thing to do | C – Inappropriate but not awful  
B – Appropriate, but not ideal | D – A very inappropriate thing to do

**3.2 Contact Rob's supervisor before she leaves to make sure that Rob checks the results.**

A – A very appropriate thing to do | C – Inappropriate but not awful  
B – Appropriate, but not ideal | D – A very inappropriate thing to do

**3.3 Acknowledge Rob's concerns, explaining that the situation is exceptional, and ask him to reconsider his position.**

A – A very appropriate thing to do | C – Inappropriate but not awful  
B – Appropriate, but not ideal | D – A very inappropriate thing to do

**3.4 Stay until the computer system comes back online.**

A – A very appropriate thing to do | C – Inappropriate but not awful  
B – Appropriate, but not ideal | D – A very inappropriate thing to do



# SJ 4 Practice | Scenario 4 – Needlestick Injury

Sartaj, a junior doctor on a ward, has been asked by a senior doctor to take blood from a patient, Mr Mushtaq, for an urgent test.

Sartaj is getting stressed. A few years ago, whilst at medical school, Sartaj accidentally pricked his finger with a needle when taking blood from a patient, and for a while lived in fear that he may have contracted a disease as a result. He developed a fear of needles and now panics at the thought of taking blood from patients. The senior doctor is aware of Sartaj's incident at medical school and that Sartaj has been accepted for a training post in a specialty where he will not be using needles again. That post will start next month.

How appropriate are each of the following responses by **Sartaj** in this situation?

**4.1 Apologise to the senior doctor and explain that, given the fear of needles he has developed since medical school, the senior doctor may prefer to ask someone else.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**4.2 Tell the senior doctor that he will try his best and, once he has left, ask around to see if anyone can do it instead.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |





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How appropriate are each of the following responses by **Sartaj** in this situation?

**4.3 Tell the senior doctor that he would be willing to take the blood but only if someone stayed with him to assist in case he panics.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**4.4 Tell the senior doctor that it was unreasonable to ask him given what he knows of his past traumatic incident.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 5 Practice | Scenario 5 – Chance Encounter

Dr Jones is a junior doctor who enjoys partying. One night, he goes to a bar with several of his friends, some of whom are doctors working in the same hospital, whilst the others are non-medics. That night, he spots a patient he has seen several times in clinic. The patient comes over to him and his group of friends, and engages in basic pleasantries.

How appropriate are each of the following responses by Dr Jones in this situation?

**5.1 Introduce the man to his friends as one of his patients and stick to basic conversation unrelated to the man's medical issues.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**5.2 Take the patient aside. Tell him that his own career is at risk if they are seen socialising together and that he looks forward to seeing them soon in clinic for their next check-up.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
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How appropriate are each of the following responses by Dr Jones in this situation?

**5.3 Pretend he does not know the patient and ignore him.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**5.4 Respond with basic pleasantries and take the patient aside to continue with a brief conversation.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**5.5 Mention the incident to his senior manager and record it in the patient's notes.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 9 Practice | Scenario 9 – Preoperative Questions

Sian is a medical student reaching the end of the shift at 6 pm. She is checking up on a patient, Mr Debono, who is meant to undergo a procedure at 8 am the next morning. The consultant and other doctors involved in the procedure have already seen the patient to explain the procedure in detail, to answer his questions and to seek his consent for the procedure. Mr Debono tells Sian that he is still anxious about some aspects of the procedure and would like to talk to one of the doctors again. Sian has tried to contact them on the phone several times but none are available.

How appropriate are each of the following responses by Sian in this situation?

**9.1 Explain to the patient that she has tried to reach the doctors on the phone, apologise for the inconvenience and let the patient know that there will be opportunities for him to ask questions when the doctors arrive at 7 am the next morning.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**9.2 Inform the patient that the doctors he saw earlier are unavailable but that she will get another equally qualified doctor to answer his questions shortly.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
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How appropriate are each of the following responses by Sian in this situation?

**9.3 Tell the patient that the team he has seen is not available but that she should be able to answer his questions.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**9.4 Tell the patient that the team he saw is unavailable, but she may be able to address some of his concerns, and she will be able to get a doctor if some questions require more detailed input.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 10 Practice | Scenario 10 – Busy Social Life

Robert and Campbell are two junior doctors working on a busy ward under the supervision of the same consultant. Just after arriving at work one Friday morning, Robert gets a call from Campbell, informing him that he is feeling rough and that he would rather not come to work that day. A week later, Robert sees on social media that Campbell has posted pictures of himself having a good time partying in Prague. The commentary clearly shows that the group flew out on the Friday morning when Campbell was meant to be off sick.

How appropriate are each of the following responses by **Robert** in this situation?

**10.1 Monitor Campbell's social media prospectively. Decide to raise the issue with a senior colleague if it happens again.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**10.2 Say and do nothing.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**10.3 Approach Campbell in a non-confrontational manner, make it clear you are aware of the facts and let him know that you will have no choice but to raise the matter with a senior colleague if it happens again.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



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How appropriate are each of the following responses by **Robert** in this situation?

**10.4 Discuss the matter privately with the supervising consultant.**

A – A very appropriate thing to do

C – Inappropriate but not awful

B – Appropriate, but not ideal

D – A very inappropriate thing to do

**10.5 Ask a secretary to raise the matter with one of the consultants.**

A – A very appropriate thing to do

C – Inappropriate but not awful

B – Appropriate, but not ideal

D – A very inappropriate thing to do



# SJ 11 Practice | Scenario 11 – No More Leaflets

Josie is a dental student currently on an attachment in a busy high street practice. As she walks into the waiting room to call the next patient, one of the other patients complains to her that the last time he attended the clinic he read an interesting leaflet about smoking cessation but he has since lost it and would like another one. Unfortunately, the box normally containing the leaflets is completely empty. The patient says that the receptionist told him bluntly that the practice was out of leaflets and that he could pick one up next time he comes in, provided there are some in stock.

How appropriate are each of the following responses by Josie in this situation?

**11.1 Apologise for the lack of leaflets and the fact the receptionist wasn't able to help. Advise the patient that she will see if she can download the leaflet from the NHS website and print one out for him. He can then pick up an original leaflet when he next comes back to the practice.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**11.2 Send an email to the receptionist to inform her of the complaint, copying the practice manager in on it.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |





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How appropriate are each of the following responses by Josie in this situation?

**11.3 Ask the receptionist to come to a private room straight away for a quick chat and raise the comments made by the patient about her bluntness.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**11.4 Have a quiet word with the practice manager about the patient's comment regarding the receptionist's bluntness.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 12 Practice | Scenario 12 – Poor Presentation

A specialist doctor, Ahmed, has come across an interesting clinical case on his ward and would like to present it at a forthcoming conference. The patient was cared for mainly by two junior doctors, Barbara and Sandra, under Ahmed's supervision, and he has asked them to prepare the presentation. At the initial briefing meeting, it was agreed that Barbara and Sandra would work on two separate halves of the presentation. Ahmed made it clear to Barbara and Sandra that time was of the essence and that, being very busy, he would have very few opportunities to review the final presentation before the conference. As work progresses, Barbara is confident that her part is very well polished, but she notices that Sandra's work is poor, that she is using misleading data and that she is misinterpreting facts.

How appropriate are each of the following responses by **Barbara** in this situation?

**12.1 Do her own part of the presentation as well as possible and let Sandra get on with her own half of the work without interfering.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**12.2 Arrange a progress meeting so that Ahmed can see for himself that Sandra's work is not up to the required standard.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**12.3 Praise Sandra for the good work she has done up to now and ask her if she would welcome any input on her work so far.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**12.4 Contact Ahmed to raise her concerns.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 13 Practice | Scenario 13 – Heavy Burden

Jo is a medical student who shares her time between lectures and patient-related activities on various wards. She has been experiencing a whole range of personal issues which have been playing on her mind. In addition, the ward doctors are always finding interesting patients for her to examine, or interesting new tasks for her, well beyond normal expectations; this means that she has not been able to find the time she needs to study.

During one of her regular sessions with her academic supervisor, the supervisor points out that her academic results have gradually worsened to the point where they are starting to become a real worry.

How appropriate are each of the following responses by Jo in this situation?

**13.1 Ask the supervisor to contact the ward consultant to see if he can alleviate her workload.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**13.2 Tell her supervisor that unfortunately she feels compelled to prioritise patient-related work over her academic work and that she will need to take the consequences.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**13.3 Ask her supervisor if she could take a few days off to sort out all her personal issues once and for all and then start afresh.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**13.4 Tell the ward consultant that she will need to pull out of a number of projects and cases because she is overburdened.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 14 Practice | Scenario 14 – Late Handover

Ron is a junior doctor on a busy Medical Assessment Unit. It is 5 pm and he is due to finish his shift at 5:30 pm. Ron needs to leave on time because he has a social engagement with his partner.

The colleague who is supposed to replace him, Saud, is supposed to start his shift at 5 pm, which allows for a 30-minute overlap for a verbal handover. (A handover is a meeting where the outgoing doctor explains to the incoming doctor what issues are still outstanding so that care continues to be provided to patients safely.)

Saud has just called to say that he will be 20 to 30 minutes late as he was delayed by traffic but the road has now cleared. How appropriate are each of the following responses by Ron in this situation?

**14.1 Call his partner to explain that he will be late.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**14.2 Make a list of all outstanding test results and investigations to hand to Saud when he arrives.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**14.3 Go round all the patients with outstanding issues, write detailed notes about those outstanding issues in the patient notes and leave at 5:30 pm.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**14.4 Hand over all the relevant information to a more senior doctor, asking them to relate the information to Saud when he arrives.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 17 Practice | Scenario 17 – Letter Mix-Up

Alfred is working as a junior doctor on a ward. He has recently discharged two patients who had the same procedure: Andrew Jones and Matt Jones. A day after the patients were sent home, Alfred realises that he has sent the wrong letter to each of the patients. The letter containing the name, address and clinical information for Matt Jones was sent to Andrew Jones, and vice versa.

How appropriate are each of the following responses by Alfred in this situation?

**17.1 Call each patient and explain there has been an error and that a revised letter will be sent.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**17.2 Ask each patient to come back to the hospital as soon as possible for a follow-up appointment. In the appointment, apologise, provide a revised letter and ask them if they have any questions.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**17.3 Alter the letters in each of the patients' records.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**17.4 Do not contact the patients since they had similar procedures and therefore the letters will provide roughly similar information. But record the error in the respective patient notes.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**17.5 Inform the consultant of the error.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 18 Practice | Scenario 18 – Bad Atmosphere

Liz is a medical student and is currently working with a team of two senior doctors (Daniel and Raquel) and a junior doctor (Carlos).

When Raquel (one of the senior doctors) is around, everything works perfectly well. However, whenever Raquel is away, even for short periods of time, Daniel and Carlos adopt a sexist behaviour towards Liz, often criticising her openly in front of patients and leaving her out of important meetings.

How appropriate are each of the following responses by Liz in this situation?

## 18.1 Ask to be moved to a different ward.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

## 18.2 Discuss her concerns with both Carlos and Daniel.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

## 18.3 Wait a few weeks to see if their behaviour improves.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

## 18.4 Seek advice from Raquel on how to improve team relations.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

## 18.5 Document Daniel and Carlos's behaviour over a few weeks and give a copy of her log to the consultant so he can advise what to do.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 19 Practice | Scenario 19 – Audit Data

As part of his educational programme at dental school, Joshua is required to carry out an audit. This exercise consists mainly of entering data collected from patient notes into a spreadsheet and then summarising and analysing the data to identify features which could be useful to improve the care given to patients. For this audit, he is using his own laptop.

It is Friday lunchtime and Joshua still needs to enter data from 25 patients into the spreadsheet. In view of his workload, he will not be able to collate all the remaining data by the end of the day. He is unable to stay late and the clinic where he works will be closed at the weekend; hence the patient notes that he needs will be inaccessible.

The results of the audit need to be presented to his supervisor on Monday morning. How appropriate are each of the following responses by Joshua in this situation?

**19.1 Take the relevant patient notes home with him and continue the data input at the weekend.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**19.2 Ask the supervisor to postpone the meeting until Tuesday.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**19.3 Photocopy the relevant pages from the patients' notes, removing any patient-identifiable data and take the photocopies home.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**19.4 Look at the average profile of the patients already entered into the database and create 25 new patient data matching the average profile.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 20 Practice | Scenario 20 – Exam Cheat

Sarah has been asked to provide a series of lectures to final year dental students. One of the students, Ellen, whom she knows well, has somehow managed to get hold of a photocopy of a forthcoming exam paper and asks Sarah to make sure she addresses all the relevant issues in her teaching sessions. When probed, Ellen explains that the paper came from a previous final year dental student, who said that the exam was always the same and this sheet of paper has been handed down for at least the past 5 years.

How appropriate are each of the following responses by Sarah in this situation?

**20.1 Confiscate the paper and report the matter to the deanery, keeping Ellen's name confidential.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**20.2 Advise Ellen to throw away the paper without looking at it.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**20.3 Inform Ellen that, in order to make sure the process is fair, she should ensure that all the other students are also given a copy.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**20.4 Tailor the teaching material to the questions set in the paper.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**20.5 Ask the deanery for the contact details of all students who have taken the exam in the past five years so that she can inform them that the matter is being looked into.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |





# SJ 21 Practice | Scenario 21 – Quiet Attachment

Ishtiaq is a junior doctor on a surgical training rotation. He does not find the work very challenging. He also finds that he can complete all the work required of him (and sometimes more) well within the hours he is contracted to work. He has a lot of spare time.

How appropriate are each of the following responses by Ishtiaq in this situation?

**21.1 Ask a senior doctor if he (Ishtiaq) can offer to help other junior doctors who work on busier wards during his spare time.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**21.2 Ask the Programme Director to move him to a busier team with more training opportunities.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**21.3 Ask a senior doctor to involve him more in some of the team's non-clinical activities such as audit and teaching.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**21.4 Use his spare time to set up a revision course for medical students who want to prepare more intensely for their medical finals.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**21.5 Tell the Programme Director that the post in which he works should be reassessed for training as it is too quiet and future students would not benefit from it.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 23 Practice | Scenario 23 – Struggling Colleague

Adam and Chris are two junior doctors covering a medical ward. Adam works a 9 am to 5 pm shift, whilst Chris works 11 am to 7 pm. Both have a similar workload. Adam is constantly complaining that he finds the work hard to deal with. Chris seems to find the work very manageable. At the end of his shift at 5 pm, Adam tends to tell Chris that he has done as many of his tasks as possible and that Chris will need to finish his remaining tasks for him since he works until 7 pm.

How appropriate are each of the following responses by **Chris** in this situation?

**23.1 Tell Adam that he will only agree to take on the urgent tasks but that Adam will need to do the non-urgent ones himself.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**23.2 Ask other junior colleagues to help him with some of Adam's tasks.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**23.3 Suggest to Adam that he should arrange a meeting with his supervisor.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**23.4 Discuss with Adam what he is finding difficult about the role.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**23.5 Arrange a one-off meeting with Adam in his spare time to help him develop/enhance his prioritisation skills.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



# SJ 27 Practice | Scenario 27 – Nurse Disagreement

George, a junior doctor, has written a prescription for a strong painkiller. A staff nurse with over 20 years' experience is challenging his decision to prescribe such a painkiller to the patient and refuses to give the medication to the patient. When George asks for a reason, she simply says, "Trust me, I know this patient well".

How appropriate are each of the following responses by George in this situation?

**27.1 Cancel the prescription on the nurse's advice and prescribe another suitable painkiller that may be more acceptable to her.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**27.2 Ask a senior doctor for guidance and prescribe the agreed painkiller, even if it is the same one as before.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**27.3 Ask the nurse why she disagrees with the prescription.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**27.4 Ask the nurse which painkiller she would be prepared to administer if he prescribed it, and prescribe from the list she gives.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |

**27.5 Tell the nurse that, as this is his decision as a doctor, he is ordering her to administer the painkiller to the patient.**

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| A – A very appropriate thing to do | C – Inappropriate but not awful      |
| B – Appropriate, but not ideal     | D – A very inappropriate thing to do |



A medical student, Denise, is completing a hospital placement. Denise arrives at the hospital one morning at the same time as another medical student, Cam, who is walking very slowly; Denise notices that Cam appears to be quite pale and weak, with perspiration visible on his face. Denise asks if anything is the matter. Cam replies that he thought he was coming down with the flu—he had a high temperature last night—but he felt fine this morning, so he has turned up at the hospital ‘as I do not want to miss out on anything.’ Their placement will require them to interact with patients all day long.

Choose the **one most appropriate** action and the **one least appropriate** action that **Denise** should take in response to this situation.

Most Appropriate

Least Appropriate

- Give Cam some antibiotics from an unattended medicine cart, so he can fight off the rest of the flu while seeing patients
- Offer to cover for Cam while he rests in the on-call room, as he might feel well enough to see patients later in the day
- Suggest that Cam phone the doctor in charge of their placement, as it is possible he could be contagious



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Choose the **one most appropriate** action and the **one least appropriate** action that **Denise** should take in response to this situation.

Most Appropriate

Least Appropriate

Least Appropriate

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Offer to cover for Cam while he rests in the on-call room, as he might feel well enough to see patients later in the day

Most Appropriate

Suggest that Cam phone the doctor in charge of their placement, as it is possible he could be contagious



A medical student, Eira, is taking a patient history when a locum doctor enters the consultation. The locum doctor makes a lengthy speech, but Eira can make out very little of what he says as he has a strong accent and his English level is low; many words and phrases are incorrect or confusing to follow. Eira sees that the patient looks anxious, at first straining to listen to the locum doctor, then drawing back into her chair. Eira knows the patient is scheduled for an important operation later in the day, though she believes the locum doctor has not said anything substantive about the operation.

Choose the **one most appropriate** action and the **one least appropriate** action that **Eira** should take in response to this situation.

Most Appropriate

Least Appropriate

Ask the locum doctor to step out into the corridor and inform him that he is very difficult to understand

Ask the patient if she has any questions about the operation

Ask the patient if she would be more comfortable with a different doctor taking charge of the operation



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Choose the **one most appropriate** action and the **one least appropriate** action that **Eira** should take in response to this situation.

Most Appropriate

Least Appropriate

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Ask the patient if she has any questions about the operation

Ask the patient if she would be more comfortable with a different doctor taking charge of the operation

Most Appropriate

Least Appropriate



A junior doctor, Manoj, is about to perform an unusual, difficult procedure on a patient when he hears some medical students chatting loudly in one of the patient bays on the ward. Manoj pulls aside the curtain and discovers the medical students taking selfies with a patient who is a well-known television presenter. The medical students, who Manoj recognises as having just started their placement at the hospital, keep pestering the patient with questions as they try a series of different poses. The patient is sitting up in bed, but he is silent, unsmiling and in a state of distress.

Choose the **one most appropriate** action and the **one least appropriate** action that **Manoj** should take in response to this situation.

Most Appropriate

Least Appropriate

Ask the students to apologise to the patient and delete all the photos they have taken or posted on their social media accounts

Tell the patient that the hospital is not responsible for the medical students but that he will make a formal complaint to their university

Apologise to the patient and order the medical students to complete an inventory of the ward supply cupboard



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Choose the **one most appropriate** action and the **one least appropriate** action that **Manoj** should take in response to this situation.

Most Appropriate

Least Appropriate

Most Appropriate

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Ask the students to apologise to the patient and delete all the photos they have taken or posted on their social media accounts

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*Thank you*